

DOE ARRA Amended Local Plan – Cover Page

Due Date **October 30, 2009**

Email To **localplan@csd.ca.gov**

Contact for Questions

Agency Name	San Joaquin County Aging and Community Services
Contact Person	Cindy Snider
Title	Community Services Program Manager
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Participation Acceptance

Our agency is interested in participating in the DOE ARRA Program. We certify that we have the capacity to provide the required services within our service territory as outlined in the Local Plan.

Signature	
Name	Wendy Moore
Title	Deputy Director
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Date	10/30/2009

CSD Approval

Approved by	
Approval Date	

DOE ARRA Amended Local Plan

Instructions

It is important to first read the DOE ARRA Local Plan Instructions provided as a separate document before completing this plan.

General Plan

Describe your current progress towards your local plan goals and ramp-up to increase capacity and outreach in anticipation of receiving the DOE ARRA Production contract.

In conjunction with our County Purchasing Department, we have issued a formal Request for Qualifications (RFQ) for the performance of the actual weatherization measures. We are in the process of recruiting and hiring an additional four Senior Weatherization Specialists (two full-time and two part-time) within the County hiring process, to perform DOE ARRA initial assessments and final inspections for all DOE ARRA weatherized homes. Existing staff is in the process of completing all internet and PG&E training and refresher courses. We have partnered with Cal-Neva that is in the process of developing a formal outreach/media campaign, which we will commence as soon as expenditures in this category are available. Through a partnership with our local Area Agency on Aging (AAA), we have a Senior Employment trainee placed in the office to assist with the processing of intakes, document gathering, and eligibility determination. We have obtained advertising prices for multiple media, including newsprint, radio and local cable, and these outlets are aware that we will commence advertising soon. The primary newspaper, The Record has expressed a desire to print a feature article on a DOE ARRA weatherized home once funding is received.

In reviewing the amount of your allocation, will you be able to build capacity enough to accept and spend the total amount for your entire service area?

Yes

If not, what % of the allocation can you accept?

n/a

For multi-county agencies, will you have the capacity to spend funds proportionate to each county's allocation and meet the 50% threshold in each county by the required deadline?

n/a

Outreach to Potential Clients

Describe how you will increase your outreach efforts to reach the necessary number of low-income clients needed to meet your ARRA production goals. If you are a multi-county agency, describe how this will be accomplished in each county.

We will utilize local media with increase advertising (possible newspaper wrapping) as well as County Transit System ads, PennySaver, radio and local cable Public Service announcements. We have increased advertising through LIHEAP, and an increase in referrals has already occurred.

We plan to utilize our positive relationships with local newspaper media which will be provided with Press Releases, and as noted above, the largest distribution newspaper would like to do a feature article. We will work with local utility companies to include bill stuffers and increase advertising in senior magazines.

Outreach will be conducted to reach special needs populations by working closely with and utilizing the outreach efforts of community partners including, but not

limited to: Independent Living Center; Area Agency on Aging, Community Action Agency, In-Home Supportive Services, Adult Protective Services, Multi-purpose Senior Services Program, Linkages, Child Protective Services, Eligibility Programs (Cash, Food Stamps/SNAP, Medi-Cal), local Food Banks, Faith Communities, Regional Center, local non-profits serving the low-income populations, local service organizations, Cal-Neva advertising and Social Security.

Contact will also be made with local radio, television, and cable companies to inquire about public service announcements.

The expanded ARRA program will also be highlighted at the annual Senior Awareness Day event, held annually the last Thursday in May. This event attracts several thousand seniors, caregivers, and others who may qualify for services. Staff is in the process of contacting event staff to possibly make a presentation on stage or to take a more prominent role in the event.

Identify the main Action Steps required to achieve the goals above utilizing specifics such as timelines, potential partners, marketing plans, etc...

Staff has been working on obtaining price quotes and preparing materials for dissemination to local newspapers and advertising on area transit services, such as San Joaquin Regional Transit District (SJRTD). We have also obtained samples and quotes on educational/outreach materials. Advertising and outreach materials preparation goals are anticipated for start dates in January.

Detail progress made in this arena with respect to actual, tangible achievements. Be specific with regards to dates, details, and participants.

Currently to assist with preparation for increases in staff and public contacts to the Weatherization program a partnership with the Title V, Senior Employment program was created to make the Weatherization Program a training site for a senior to obtain employment preparation and the Weatherization program receives additional assistance.

Outreach to Elected Officials

Describe how you will increase your outreach efforts to educate, and possibly partner with, your local elected officials. If you are a multi-county agency, describe how this will be accomplished in each county.

The County Board of Supervisors is our governing board, and has taken great interest in the appropriate utilization of the ARRA funds. They have requested, and are receiving regular written updates regarding the status of the funding. Future reports will include the number of dwellings weatherized, status of sub-contract(s) services, demographics and localities of dwellings. The Community Action Board, and the Advisory Boards (appointed by the Board of Supervisors) of each of our eight Community Centers has received information regarding the program. These groups as well as the Commission on Aging receive regular updates at their meetings regarding the status of the program, eligibility and the referral process. Once funding is available, it is our plan to request each Council of each city within the county allow a formal presentation of the program at their regularly scheduled meetings.

Identify the main Action Steps required to achieve the goals above utilizing specifics such as timelines, contact people, etc...

Board of Supervisors: In place with regular updates to be provided. Contact: Leroy Ornellas, Chair

Initial contact has also been made with seven cities, two Municipal Advisory Councils and one town located within San Joaquin County. Formal presentations to each is planned with the following tentative schedule:

Thornton Municipal Advisory: March 2010 – Robert Jones, MAC Chair
 City of Escalon: March 2010– Lisa Nebe City Clerk
 Woodbridge Municipal Advisory: March 2010 – Taso Kandris, MAC Chair
 City of Lodi: March 2010 – Susan Lake City Manager's Office
 City of Ripon: April 2010 – Jeanne Hall, City Clerk
 City of Stockton: March 2010 – Teri Bentz City Manager's Office
 City of Tracy: April 2010 – Carole Fleischman – City Clerk
 City of Lathrop: April 2010 – Julianna Burns City Manager's Office
 Mountain House: April 2010 – Mimi Dusenski, MAC Chair

Detail progress made in this arena with respect to actual, tangible achievements. Be specific with regards to dates, details, and participants.

County Board of Supervisors is very involved and includes: Supervisors Carlos Villapudua – District 1 (chair) Larry Ruhstaller – District 2 (vice-chair), Steve Bestolarides – District 3, Ken Vogel – District 5 and Leroy Ornellas – District 5. All supervisors have received information regarding the Weatherization ARRA, and commented on the program. Several phone calls to the Board of Supervisors as the result of public information provided during the Board of Supervisors' meetings have been correctly directed to this Department. Board members are conversant regarding the program, as well as the clients that will be served and the anticipated energy savings which will result from the program. The Thornton and Woodbridge Municipal Advisory contacts have received and are excited about assisting to distribute information regarding the program throughout their community. Initial contacts have been made with each of the City Council offices, and formalization of the presentations will be occurring over the next several weeks. A letter will be sent to each contact for the cities, town and Municipal Advisory Councils once funding is available to weatherize the homes. The letter will provide an overview of the program, eligibility requirements, documentation that must be provided and contact information for the program. We will be asking each entity to distribute the information as widely as possible within their structure, so that constituents will be made aware of the availability of the program.

**Outreach to
Potential
Partners and
Community**

Describe how you will increase your outreach efforts to educate and inform the community at large and create an environment that fosters partnerships in your local community. If you are a multi-county agency, describe how this will be accomplished in each county.

To reach the low-income population in the outlying and rural parts of San Joaquin County, we will be partnering with the Retired and Senior Volunteer Program (RSVP), the Community Center Social Workers (CSSW), In-Home Supportive Services (IHSS) Social Workers and the senior centers located in outlying areas. Working with the Commodity Program, volunteers will hand out flyers at all the distribution sites to all who receive a commodity bag on the third Thursday of each month. Working with Second Harvest Food Bank, we will insert flyers into all brown bag distributed to San Joaquin seniors. We will partner with the Commission on Aging, keeping them informed, providing applications and flyers for the Commissioners to pass on to their cities and organizations. We will work with Mental Health, providing information to potential clients. We will work with the Refugee Program Coordinator, Hung Nguyen to reach out to Lao Khmu and Lao Family, refugee organizations, to provide information, flyers and applications. We will work with the service organizations of San Joaquin County, Kiwanis, Rotary, SIRS, and others to help distribute information to all areas in the county.

Identify the main Action Steps required to achieve the goals above utilizing specifics such as timelines, contact people, etc...

Meetings have already occurred and will continue with RSVP Coordinator, Olivia Briesmeister to help organize the volunteers to outreach to the organizations where they are volunteering. Initial training and information has also been provided to the CSSWs, who will be referring eligible clients to the program in the normal course of their work. The Weatherization Coordinator, Howard Estlin and Community Services Program Supervisor, Christine Dolen are in the process of setting up meetings with the senior centers to provide information, applications and set appointments for the low-income seniors for the months of February and March. They are also in the process of reaching out to the service organizations, such as Kiwanis, Rotary, Lions, in the county and present information, flyers and applications at their meetings. For the CSSW and IHSS Social Workers, there will be an in-service to provide information, applications and details for their clients. Flyers will be distributed quarterly to all seniors who receive a brown bag from Second Harvest Food Bank. Flyers will also be distributed quarterly at all 14 Commodity distribution sites.

Detail progress made in this arena with respect to actual, tangible achievements. Be specific with regards to dates, details, and participants.

In early July, the Community Center Social Workers (CSSW) reached out to several organizations located throughout the County; to not only learn about their operations, but to begin building partnerships. The CSSWs met with St. Mary's Interfaith staff in Stockton, Community Partnership for Families in Tracy, and with staff at the eight county community centers. During the course of these meetings, they discussed the availability of services through the Department of Aging and Community Services, one of which was Weatherization. They will continue to do outreach regarding this program on an ongoing basis. The CSSWs are also going to coordinate with the ECIP classes that are held at the 8 different community centers throughout the county to assist potential clients in understanding and obtaining weatherization services.

Quality Assurance

For each question in this section, provide a comprehensive narrative on your current processes and what changes you will make to increase the oversight of program staff and subcontractors to ensure that:

Only eligible households are served and that priority will be given to vulnerable populations and those with high energy burden per DOE regulations.

Due to the nature of the agency's structure, many of the vulnerable populations are already served by the Human Services Agency, and referrals from income-based programs are frequently made to the Weatherization Program.

Our agency will continue to verify all information provided to ensure only eligible households receive services. Priority will continue to be given to vulnerable populations and those with high energy burden by ensuring they receive expedited eligibility processing, assessment, and priority in scheduling of weatherization installation services.

Only feasible measures are installed, all measures billed to CSD were installed, and workmanship meets CSD standards.

Our agency is currently in the process of hiring additional staff to perform assessments and inspections. This staff will be directly supervised by our Weatherization Coordinator, who will ensure that the execution of the new program adheres to all standards outlined by CSD.

At this time, our agency is sourcing potential subcontractors through the RFQ

process. These subcontractors will perform some of the weatherization measures as outlined by our in-house staff. The assessment and inspection process will include a review to ensure that only feasible measures are authorized for installation; verify that all authorized measures were installed; and inspected following installation to ensure workmanship meets CSD standards. Should the subcontractor fail to meet the quality guidelines set forth by CSD, the subcontractor will correct any issues at their cost to meet standards. Only measures that have been correctly installed will be billed to CSD.

All records meet CSD standards, billing is accurate and truthful, and reports are submitted on time.

We will continue to use the existing CSD standards regarding records, and all ARRA records will comply with these standards. Program records will be spot-checked on a regular and random basis by the Program Supervisor as well as the Weatherization Coordinator to ensure compliance. A portion of these random checks will also consist of verification of the billing by a second inspection, comparison with authorized measures and comparison with billed measures. Any discrepancies will be immediately remedied; the reasons for the discrepancies identified; and modifications will be made in existing procedures/oversight to ensure discrepancies do not occur again.

The fiscal unit has restructured to assign specific staff to work on Community Services Programs, including the Weatherization Program. This will allow for greater accuracy, familiarity with contracts, and increased accountability. The department recently added an Accountant II position to provide adequate resources needed to meet the deadlines outlined in the contract. In addition, the program and fiscal staff will meet and communicate on a regular basis to ensure that all required reports are submitted timely.

The department has several existing systems in place to ensure the timely submittal of reports. Utilizing an existing shared automated Task List, all due dates with reminders will be calendared. Notification of upcoming due dates and status of completion will appear as reminders for the Accountant, Accountant Supervisor, Weatherization Coordinator and Program Supervisor to ensure completion/submission dates are met.

Describe in detail the applicable Action Items that will need to be addressed in order to achieve compliance in the above three areas. Specify how these action items will be achieved through the concepts of who is responsible, how and when the actions will occur, and why the action is important.

Program and fiscal staff will discuss progress on reports two weeks prior to the due date, with follow up one week prior to the due date. The Deputy Director, Community Services Program Manager, Community Services Program Supervisor, Management Analyst III, Management Analyst II, Accountant III, Accountant II, Accounting Technician II, and Accounting Technician I meet on a weekly basis.

Program reports are completed by the Sr. Office Assistant at the Weatherization warehouse, with second and third line review by the Weatherization Coordinator and Community Services Program Supervisor.

Fiscal reports are completed by the Accounting Technician II, with second and third line review by the Accountant II and Management Analyst III. A cross-check will be done to verify any dollar amounts reported in EARS. Program staff also receives the financial reports and any issues are discussed at that time.

The partnership and working relationship that occurs between both program and fiscal is critical to the successful operation of the program.

**Workforce
Development**

Enter the total number of in-house employees currently working in CSD weatherization and HCS programs in the following positions. Count each employee only once. If only a portion of an employee's time is charged to the program, count that person as one.

Position	Total
Admin / Fiscal	5
Program Management	2
Program Support	1
Intake	2
Outreach	0
Other -	5

Enter the total number of subcontracted employees currently working in CSD weatherization and HCS programs in the following positions. Count each subcontracted employee only once. If only a portion of an employee's time is charged to the program, count that person as one.

Position	Total
Admin / Fiscal	0
Program Management	0
Program Support	0
Intake	0
Outreach	0
Other -	0

Describe your plans for building up your in-house workforce to meet the capacity needed to perform the ARRA program.

San Joaquin County Human Resources is in the process of recruiting a total of four Senior Weatherization Specialist positions. The recruitment for these positions closed on August 28, 2009. Per the current administrative hiring policy, these positions were approved as a Countywide promotion. This will allow the department/County to: 1) give the new hire a faster start date, 2) ensure that staff will already meet county-required training; and 3) minimize risk for layoffs within the County.

The Weatherization Coordinator and management staff will interview all candidates, review prior experience, and other factors and will determine the best fit for the newly hired Senior Weatherization Specialists. To minimize potential problems should an insufficient candidate pool be made available through this process, Department of Aging and Community Services staff has received pre-approval to commence recruitment of part-time temporary staff.

Since there were only two applicants were able to pass the Senior Weatherization Specialist criteria, we have opened up the remaining positions to hire two part-time Senior Weatherization Specialists.

Describe how you will develop partnerships with local workforce investment advocates in order to achieve the objectives outlined above.

N/A

Provide a timeline that corresponds to the above workforce development plan.

Two full-time candidates were hired. Recruitment for the remaining two positions has begun with the first round of interviews took place in October with the second round anticipated in November with an expected start date in December for both part-time Senior Weatherization Specialists.

Describe your plans for building up your workforce by outsourcing to meet the capacity needed to perform the ARRA program.

Working with our Purchasing Department the RFQ was released on July 23, 2009, with the pre-bidders conference being held on July 31, 2009. We are targeting to have one or more vendors in place in February 2010 and begin the training process. We have started the process to add county staff to provide assessments and inspections of weatherized homes (two full-time are in place and two-part are in process). Due to a county wide hiring freeze, our first step was to look at laid-off county workers that would fit the hiring requirements. With only one eligible prospect we then issued a county wide promotional notice for any potential county employees to apply for the positions. We found one eligible applicant from the pool of potential employees for the program. We have since opened up the hiring process to the public, but due to the hiring freeze for full-time employment within the county we can only hire part-time staff.

Describe your action plan for outsourcing, including a description of the RFQ/bidding process, how interested parties will be informed of this opportunity, and provide a timeline for aligning subcontractors to provide timely delivery of services. Also describe your action plan for oversight of subcontractors.

The RFQ was advertised through the regular County Purchasing Department process. With the pre-bidders conference complete and addendums issued, statements from potential vendors were due August 28, 2009. As stated above, contracts are anticipated to be in place and trainings to begin in February 2010. Oversight of the sub-contractor(s) is anticipated because assessments and inspections will be performed by county employees. Not only will the county outline to the sub-contractor the weatherization services to be performed but we will also inspect the work performed to maintain the level of professionalism and standards of work practices currently observed by San Joaquin County.

If you are not outsourcing any of your workforces, explain why.

N/A

Other Subcontracting

Describe your plans for procuring of material goods and services from third parties, how the agency plans to inform interested parties within the local community of subcontracting opportunities, and your action plan for oversight of subcontractors. All other purchases will follow the guidelines set forth by CSD, ARRA, federal, and local requirements.

**Vehicle &
Equipment over
\$5,000 per Unit**

If you are planning on charging any portion of vehicle and equipment purchases to ARRA, enter the following information related to these purchases. This will require DOE approval.

Item	Quantity	Est. Cost
Infrared Cameras	4	36,000

Barriers

Identify any barriers that you feel you may face in meeting the requirements of ARRA (subcontracting, workforce development, outreach & marketing, quality assurance and oversight, compliance with DOE requirements, fiscal requirements and reporting, performance).

The County of San Joaquin is facing many barriers both internal and external.

Internal barriers are:

- 1) County Processes: Within the county, normal processes such as hiring, procurement, etc. take time due to the level of internal controls in place.
- 2) County Hiring Freeze: Currently San Joaquin County has a countywide hiring freeze making it extremely difficult to obtain additional staff. Initially, staff that was to receive Layoff Notices had priority to interview for the new positions. That was followed by a requirement for positions to be filled by a county-wide promotional opportunity. Only if these measures are unsuccessful in producing the staff that meets the necessary qualifications will part-time or temporary recruitment occur.

External barriers are:

- 1) Information: This is one of the greatest barriers thus far because the information that is provided concerning the ARRA is disseminated slowly and constantly changing. Example: All information that was received to date concerned fixed rates along with labor and material reimbursement, now it's been changed to labor and material reimbursement only. This new information negates the RFQ previously released and the process must be reworked to meet this major change in reimbursement, thus delaying the county RFQ process.
- 2) Quick turn-around expected for reports and information from the county such as timesheets, financial reports, etc.
- 3) The Davis-Bacon, Prevailing Wages issue has been a barrier. Without a clear definition, we have been at a standstill. Information from DOL has been limited and very slow.

Automation changes: At this time, the method for tracking DOE ARRA programmatic data has not yet been established by CSD/ServTraQ. The information concerning these changes and processes in ServTraQ need to be in a manual for clarification purposes.

Describe what assistance you will need from CSD.

1) Timely dissemination of all information regarding contract changes, reporting procedures, fiscal information and any other useful tools relating to the Recovery Act funding. 2) Advocacy regarding the utilization of a Prevailing Wage that is more reflective of the work performed vs. full time journey level specialties such as carpenter, electrician, plumber etc. 3) Clarification of the reporting requirements that in some months provide no more than 3 working days to develop fiscal reports on the preceding month. In most organizations, Auditor Reports are not even available until the 10th of the month or later. To meet the requirement of the 5th of the month requires a significant modification and ultimate duplication of record keeping/tracking practices.

**Attached
Document
Checklist**

Document	Attached?
Ramp Up Schedule	Yes
Field Staff Training Logs for Agency Staff & Subcontractors	Yes
Diagnostic Equipment Log	Yes
Disclosure of Findings	n/a
Disclosure of Legal Proceedings	n/a

Comments

Enter any comments you wish to make relative to the Local Plan and ARRA.

DOE ARRA PRIORITY PLAN NARRATIVE

Outreach

Describe in narrative format the selection process for dwellings to be weatherized and the outreach methods to be utilized to assure that eligible households are made aware of the services through DOE ARRA or any similar energy-related assistance program.

San Joaquin County is in the process of developing an outreach plan for this area. The outreach will include posters, brochures and advertisements that will be posted in various locations throughout the county. These locations will include services and programs that are frequented by our target populations such as the elderly and disabled low-income clients. The applications are processed on a first come first serve basis unless it is determined that a health and safety issue potentially exists. The homes will be assessed by our four assessors who will determine, which funding program the weatherization will fall under based on outlined criteria that are in the process of being developed and will be in place at the start of the program.

Reweatheringization

Describe in narrative format your selection process to ensure compliance with the DOE ARRA Reweatheringization Policy when providing services to dwellings previously weatherized from September 30, 1994 and earlier.

When an application for weatherization is received our Sr. Office Assistant first check to make sure that home has not been weatherized within the last five years. If it has the application is denied. If it has been longer than five (5) years since the home was weatherized than all applicable re-weatherization standards that are outlined are followed by the program.

Client Education

Describe in narrative format a description of how your client education services will be provided to include needs assessments, budget education/counseling, energy conservation and weatherization measures education. Describe how your activities are designed to target households that have not been previously serviced under a LIHEAP or DOE Weatherization program.

Currently San Joaquin County provides education classes to clients that require ECIP type services. These individuals are also referred to Weatherization when agreed upon by the client. The client is also educated during the assessment and inspection by staff about the changes to their home and the increased energy efficiency along with other means of energy efficiency that the client could perform. The client's are provided with educational materials that go over lead safe weatherization and energy efficiency. We have also ordered (not through ARRA funds) a calendar that provides energy savings tips throughout the year. This calendar should be arriving next month and will be provided to all clients that receive weatherization services and attend ECIP classes, not to mention the general public.

Training and Technical Assistance

Describe in narrative format a description of how you will provide Training and Technical Assistance to your administrative and program staff.

All current staff's technical training has been verified and the Sr. Weatherization Specialists have recently attended the BD/DB training since it has been several years since their last trainings. The new staff that has come on is scheduled through the Stockton PG&E training center to start their mandated classes. The two other new staff will be scheduled after they start. All staff will begin a schedule to complete the on-line trainings. This schedule will begin in December and run through February. After the sub-contractors are contracted with SJ county the training coordinator will set up schedules for their staff to complete the on-line

trainings. The sub-contractors will be responsible to make sure that their staff attends the PG&E mandated trainings of which the county will require copies of the certificates of completion and the invoice to provide reimbursement for the classes.

Leveraging

Describe in narrative format how you will leverage DOE ARRA funds with other available program funds and how much leveraging you plan on coordinating.

Leveraging is a large part of our LIHEAP programs here in San Joaquin County. We would like to continue to be able to leverage items between funding sources. SJ county plans on developing a leverage plan based upon the criteria outlined in the contracts and initiate this plan with the program in February.
